

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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In re Patent Application of:  
Carl Schoeneberger et al.

Application No.: 10/632,615

Confirmation Number: 4771

Filed: July 31, 2003

Art Unit: 2619

For: CONTACT CENTER WITH NORMALIZED  
MULTIPLE PROTOCOL ARCHITECTURE

Examiner: B. O'Connor

**TRANSMITTAL OF DRAWING CORRECTION**

MS Issue Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Submitted herewith are twenty-three sheets of corrected drawings for replacing drawing sheets 15/38 through 38/38 filed in the above-identified patent application. After entry of the attached corrected drawings, the drawing set will total 37 drawing sheets. Also attached is a copy of the Notice to File Corrected Application Papers.

The Examiner objected to the drawings for reasons stated in the Office Action dated February 20, 2008. Specifically, sheet 15/38 was objected to as being without figure label or as being without proper labeling as a continuation. Figure 23 was objected to as being without proper labeling as a continuation. The enclosed new drawings correct these informalities. Specifically, the figure on sheet 15/38 has been labeled as Figure 9B and has been revised to include the figure originally on sheet 16/38 (labeled as Figure 9B). The figures originally appearing as Figure 23 have been labeled Figure 23A and Figure 23B.

Favorable consideration of the enclosed drawings is respectfully requested.

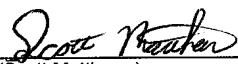
Applicant believes no fee is due with this response. However, if a fee is due, please charge our Deposit Account No. 06-2380, under Order No. 47524/P155US/10613143 from which the undersigned is authorized to draw.

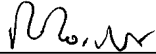
Dated: March 11, 2008

Respectfully submitted,

I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4).

Dated: March 11, 2008

Signature:   
(Scott Matthews)

By   
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